GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:2774
ANSWERED ON:17.12.2004
LOK AYUKTA FOR BANKS
Rana Shri Kashi Ram;Vasava Shri Mansukhbhai D.

Will the Minister of FINANCE be pleased to state:

(a) whether the Reserve Bank of India has appointed Lokayukta for the redressal of customers` grievances of the banks;

(b) if so, the number of cases pending before the Lokayukta and the number of cases already disposed of;

(c) the number of cases adjudicated against the banks and the action taken in this regard; and

(d) the follow-up action taken in the cases adjudicated by the Lokayukta during the last three years ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM)

(a) :- Reserve Bank of India (RBI) have not appointed Lok ayukta for the redressal of customers` grievances of the banks. However, RBI have established only Banking Ombudsman Offices (called `Banking Lokpal` in Hindi) under the Banking Ombudsman Scheme 2002 in 15 centres all over India for the purpose of redressal of banking customer complaints.

(b) :- As on 31st March, 2004, the number of cases pending by the Banking Ombudsman Offices is 1474 and number of cases disposed of (including rejected complaints) is 8009.

(c):- Under the Banking Ombudsman Scheme, Ombudsman has no power to adjudicate against the banks.

(d):- Does not arise.